

## SEYMOUR DECLARATION

*Cengage Learning, Inc., et al.*

*v.*

*Doe 1 d/b/a binghfran, et al.*

## EXHIBIT 3

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## Feedback profile

Member quick links

**grigorinayma-0 ( 10 ★ )****Positive Feedback (last 12 months): 91.7%**  
[How is Feedback percentage calculated?]

Member since: Feb-16-18 in United States

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### Recent Feedback ratings

(last 12 months)

- + Positive
- Neutral
- Negative

1 month

6 months

12 months

### Detailed seller ratings (last 12 months)

Criteria	Average rating	Number of ratings
Item as described	★★★★★	11
Communication	★★★★★	10
Shipping time	★★★★★	12
Shipping and handling charges	★★★★★	11

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Feedback	From	When
<span style="color: red;">-</span> Counterfeit book! Social Work Macro Practice by Steve L. McMurtry, F. Ellen Netting, M. Lori... (#232789375250)	Buyer: i***e ( 19 ★ ) US \$38.00	During past 6 months <a href="#">View Item</a>

Page 1 of 1

1

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EN ▾ Hello, Adam

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## SmartPurchase123

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SmartPurchase123 is committed to providing each customer with the highest standard of customer service.

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*"Excellent condition"*

By Sylvia Long on May 5, 2018.

*"Was in even better condition than description let me believe. Was super happy!"*

By lbritt on May 1, 2018.

*"Book is brand new with torn plastic packaging only!!! So very happy. This book would have cost me \$200 at school, and ending up being \$40 through this seller. A..."*

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By Kimmie on April 29, 2018.

*"As describe and delivered quickly."*

By Rose on April 27, 2018.

*"Beware both books received were counterfeit."*

By Florence on April 12, 2018.

	30 days	90 days	12 months	Lifetime
Positive	100%	100%	92%	92%
Neutral	0%	0%	0%	0%
Negative	0%	0%	8%	8%
Count	2	4	12	12

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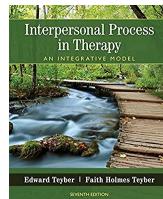
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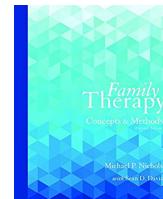
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Fourth Edition

Allen Rubin • Earl Bobbitt



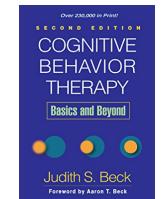
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Edward Teyber | Faith Holmes Teyber



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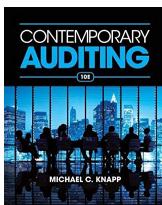
Judith S. Beck

Page 1 of 8

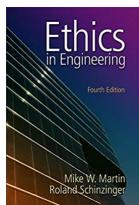
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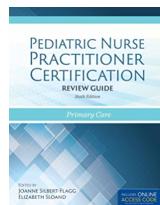
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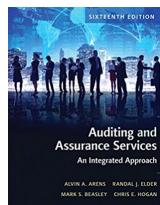
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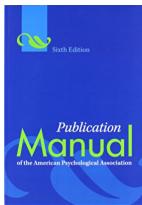
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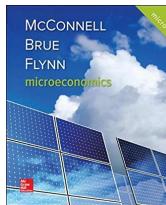
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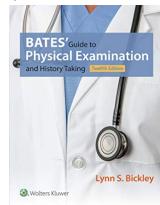
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